



How to apply for settled status:

Step 1: Download the EU Exit Document Check App online for free. It looks like this:



You can use the EU Exit: ID Document Check app to complete the identity stage of your application under the EU Settlement Scheme.

The app will:

- check that your identity document is genuine
- verify that the document belongs to you

To get Settled Status you will need to:

Check if you can use the app on your phone

For Android users

You'll need:

- Android 6.0 and above – you can find this in your settings
- at least 135MB of storage space to install the app
- to be connected to 3G, 4G or WiFi



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- NFC (Near-Field Communication) so the app can scan your document – you can find this in your settings. If you can use your phone to pay for things using contactless, this means it has NFC and you can use the app

For iPhone users

The ‘ID Document Check’ beta app is now available for iPhone 7 and newer models.

You’ll need:

- iPhone 7 or 7 Plus or newer model
- iOS 13.2 or newer - to find the software version installed, go to Settings > General, then About
- at least 120MB of storage space to install the app
- to be connected to 3G, 4G or WiFi

The app will need access to your phone’s camera. If the app does not request access, please enable access in your settings.

How to use the app

Qu 1: Are you an EEA or Swiss National?

The EEA includes EU countries and also Iceland, Liechtenstein and Norway.

If you are not an EU National but your partner is, you may still be able to apply

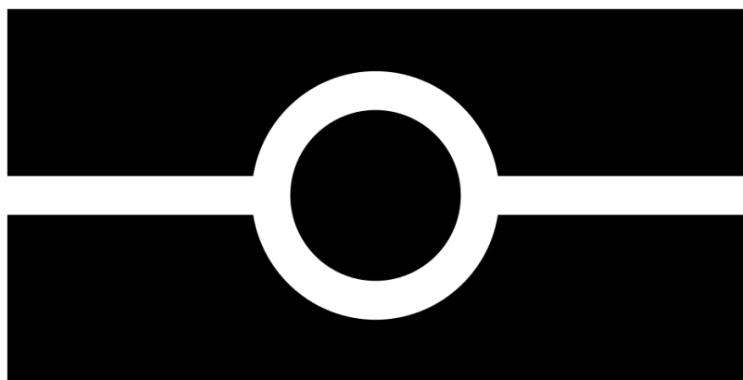
What ID document to use?

If you have a biometric passport this is the best ID document to use but you can use your National Identify Card whether it is biometric or not. This guide first looks at using your passport (page 2) and then how to use your National ID Card (page 6).

If you are Using your Passport:

Scan your Passport – with a biometric chip

The symbol below shows that your document has a biometric chip and can be



read by the app.

Take a picture of the photo page of your passport using your phone's camera. The full page must be inside the frame, including the 2 lines of numbers at the bottom of the page. Make sure your phone camera is focused on the text on the page.

The app will prompt you to adjust your phone to make sure you capture your document effectively. These prompts will appear in a text box at the top of your screen.

Make sure you include the entire photo page in your picture.



Try taking the photo of your document at arm's length if you're having problems.





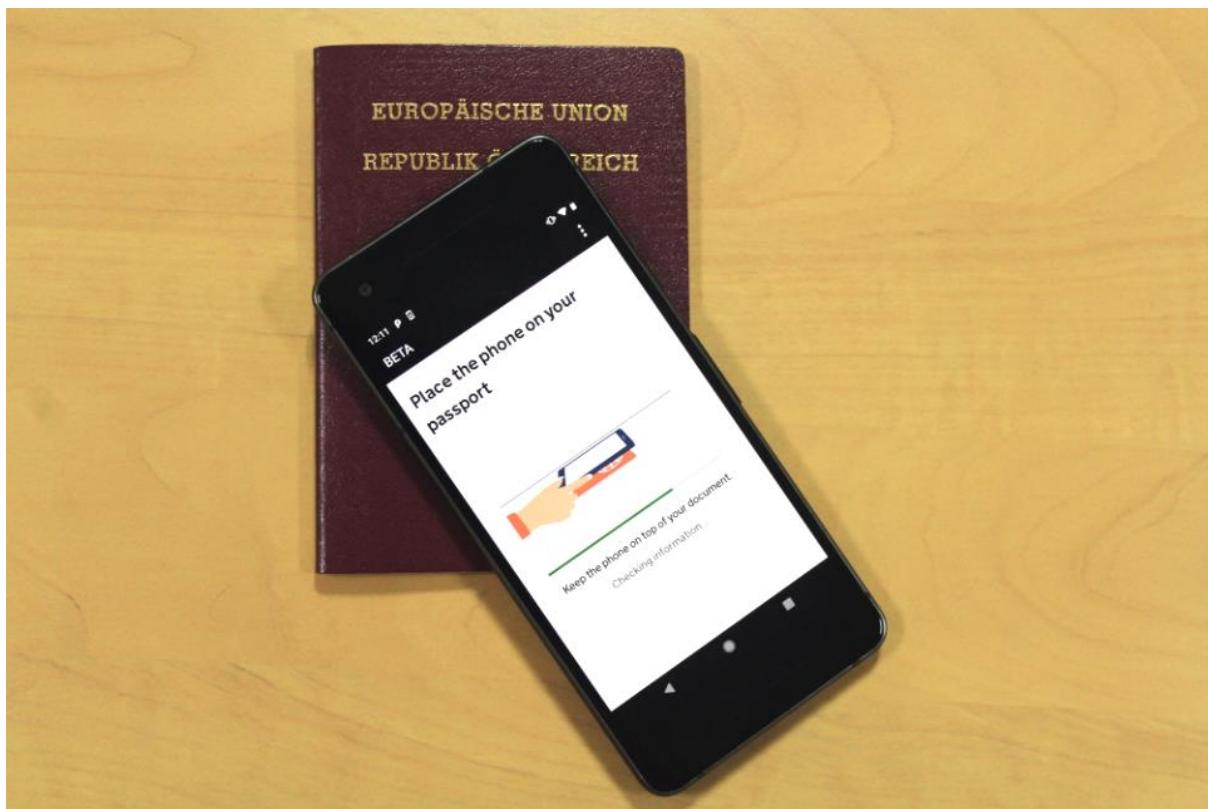
Check your document's information

Remove any cases or covers from your document and phone.

Click the 'check now' button in the app when you're ready to start checking your document.

Place the phone on top of your document when the app tells you to 'check your document's information'. If the volume on your phone is turned up, you'll hear a beep when your document has been recognised.

Move your phone around the document until the app recognises it. The chip is located in different places in different documents.



When the app has successfully read the chip in your document, the screen will say 'information checked'. Do not move the phone until this message appears and the check is complete.

If the app doesn't recognise your document, the check will time out and the screen will say 'information not found'. If this happens, you should slowly move your phone around the document until the app recognises it.

If you're using a passport and you continue to have problems, place the phone on the reverse cover or the photo page.

If you are using a Non-Biometric National Identity Card:

Does your card have a machine readable zone (MRZ)?

An MRZ looks like this:





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You will need to take a scan of the front and back of your ID Card. It is essential to include the MRZ when taking the photo of the front of your card.

You would normally be asked to send your ID card to the EU Settlement Resolution Centre for verification. However, due to the Covid 19 outbreak this service is suspended.

If your ID does not have a MRZ you will be unable to use the App.

Scan your face

The screen will flash as it scans your face. Hold your phone's camera in front of your face until the scanning is complete.

You can skip this step and provide different evidence to prove your identity if flashing light may cause you difficulties. You can do this by going to the 'Find out more' menu and selecting 'Skip this step'.

If you're 10 years old or younger, you will not be asked to scan your face.

Take a photo of yourself

You should:

1. look straight into the camera
2. have a neutral expression – do not smile or frown
3. remove tinted glasses, for example sunglasses

Your photo should:

- be well-lit in neutral lighting
- have no other faces in the background

Completing your application for EU Settlement

Once you have completed your ID check the rest of your application is completed on the GOV.UK website. The app takes you to the site by following the link to GOV.UK.

Or, you can complete the application by login any smartphone, laptop or computer : <https://www.gov.uk/settled-status-eu-citizens-families/applying-for-settled-status> scroll down the page to **Continuing Your Application**, you will need you passport number and date of birth to get access to your application.

You can find information on making an application in your own language by following this link: <https://www.gov.uk/guidance/settled-status-for-eu-citizens-and-their-families-translations>

You will be asked a series of questions:

1. Do you have dual nationality?

Are you a citizen of two countries at the same time?

2. Do you have a previous nationality?

Did you ever have another nationality before this one? E.g. you were a Bangladesh national but gave up this nationality to become European.

3. Have you ever used another name?

Perhaps when you got married or change a family name.

4. Do you have a valid 'UK permanent residence document'?

If you have a valid UK permanent residence document, you'll have one of the following:

- a certificate inside your blue 'residence documentation' booklet (or pink if you're a Swiss national)
- a certificate inside your passport

- a biometric residence card confirming permanent residence (only if you're not an EU, EEA or Swiss citizen)

5. Do you have Indefinite Leave to enter or remain?

Indefinite leave to enter or remain (ILR) are types of immigration status.

You'll usually have applied for indefinite leave to enter or remain. You'll have a stamp in your passport or a letter from the Home Office. You could also have a 'vignette' (sticker) or a biometric residence permit.

6. Do you have any criminal convictions?

Your application should be accepted if they were sentenced to less than 12 months in prison in the UK for one offence.

Their application might be refused if they:

- were convicted and received a prison sentence in the UK in the last 5 years
- received a prison sentence of 12 months or more for a single offence in the UK
- received 3 or more convictions in the last 3 years in the UK (including convictions that didn't result in a prison sentence) and they have less than 5 years' continuous residence
- have ever been extradited from the UK
- are the subject of a European arrest warrant
- have a criminal conviction in another country

If you have a conviction, please tell us so we can help you. We can refer you for specialist advice to help you get through this problem.

If you fail to disclose a conviction or are dishonest about any information you give your application could be delayed or refused; you may be found to have acted "deceptive" to a public body (GOV.UK) which can have serious ongoing consequences for your residence in the UK. It is best to be honest and get the help we can offer.



7. Have you been involved in terrorism or crimes against humanity?

Setting Security on your application:

You will now need to set security on your application:

You have 3 sets of questions. You must 1 question from each section.

The answers are about you, for example, where did your mother and father meet? What was your first job?

You will need to be able to answer these questions if you need to speak to the EU Settlement Resolution Centre, so please remember what you have said or make a note of it.

When you submit your application:

You will need to say how long you have lived in the UK and you may be asked to upload additional evidence.

You will be told what years you need to provide evidence for and you can upload this evidence using the camera on your phone. We can help you do this.

After you have submitted your application:

On the same day as your application you should receive an email from GOV.UK confirming you have submitted your application. This email will include your name and your 16-digit application number. You need to keep this email safe because you will need this 16-digit application number if want to speak to the EU Settlement Resolution Centre to check on the progress on your application.

Each application is given its own casework and because of the Covid 19 outbreak they cannot tell us how long applications are taking at the moment.



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Finally, you will receive an email from GOV.UK confirming the outcome of your application. This email will have an attachment, likely at the bottom of the email. This attachment confirms the outcome of your application and will tell you how to prove your status online.

How to contact the EU Settlement Resolution Centre, who are dealing with your application?

The EU Settlement Resolution Centre is not open to calls because of the Covid 19 outbreak. You can contact them by filing in an online contact form. We can help you do this or you can follow this link and complete the contact form yourself, you will need to include the email address you used for your application and your application number: <https://eu-settled-status-enquiries.service.gov.uk/start>